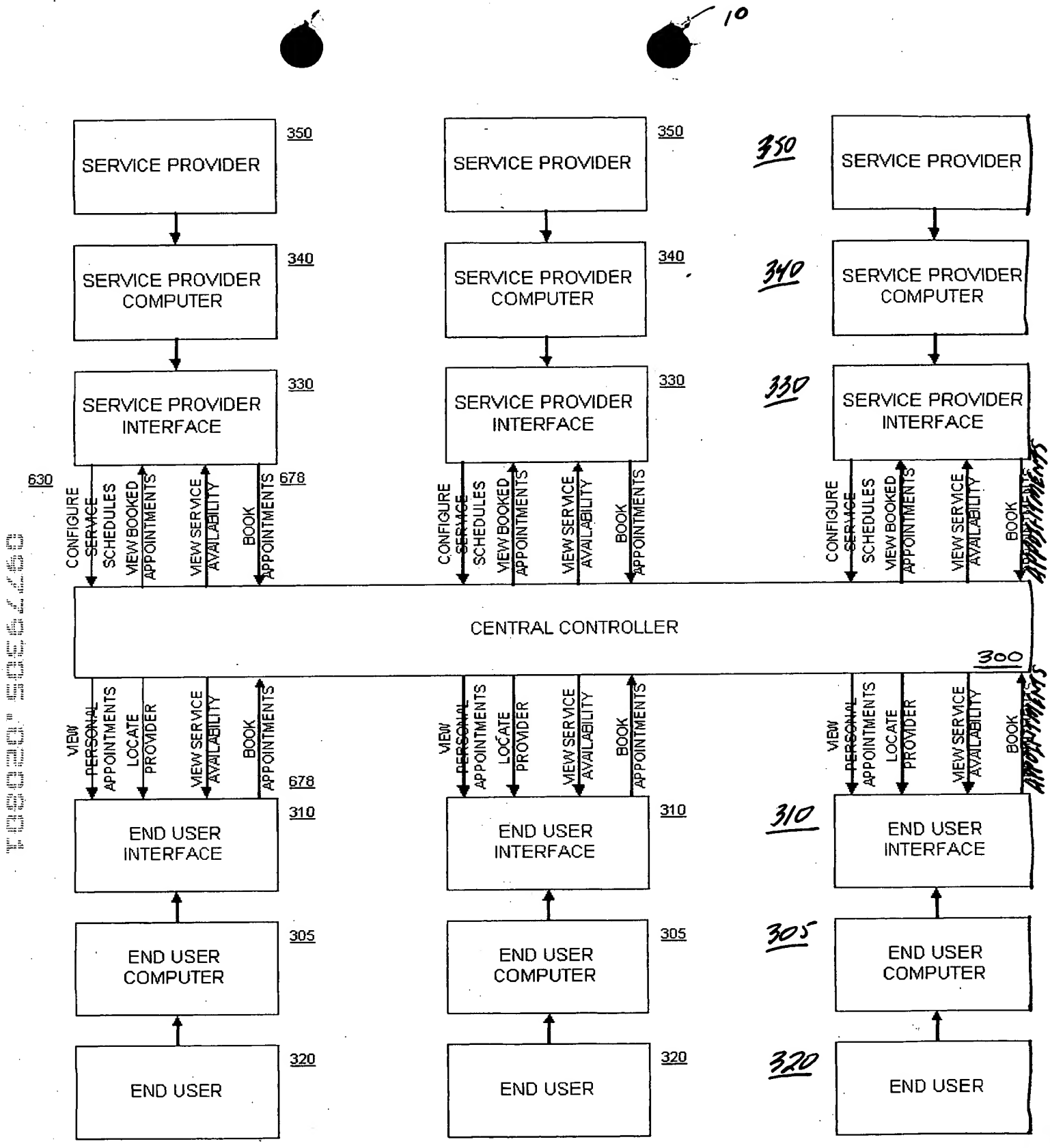
10
SERVICE PROVIDER
350
SERVICE PROVIDER COMPUTER
340
SERVICE PROVIDER INTERFACE
330
630
CONFIGURE SERVICE SCHEDULES
VIEW BOOKED APPOINTMENTS
VIEW SERVICE AVAILABILITY
BOOK APPOINTMENTS
678
CENTRAL CONTROLLER
300
VIEW PERSONAL APPOINTMENTS
LOCATE PROVIDER
VIEW SERVICE AVAILABILITY
BOOK APPOINTMENTS
678
END USER INTERFACE
310
END USER COMPUTER
305
END USER
320

FIG. 1

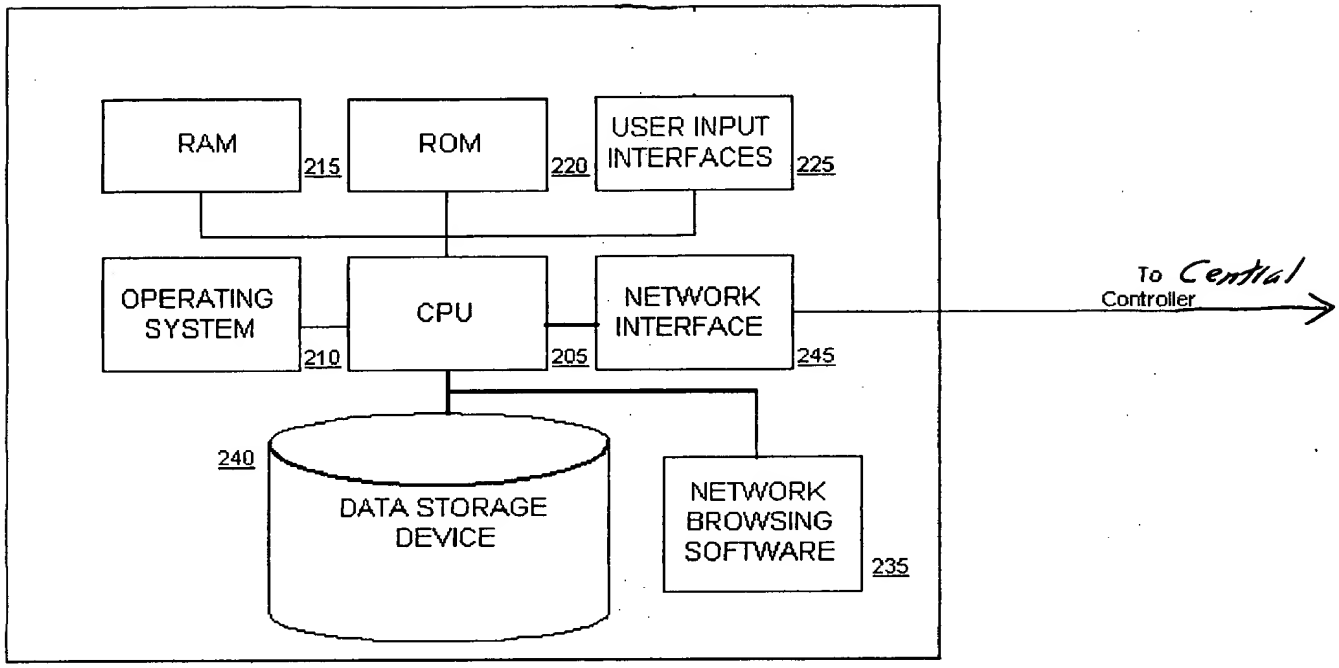
RAM
215
ROM
220
USER INPUT INTERFACES
225
OPERATING SYSTEM
210
CPU
205
NETWORK INTERFACE
245
To Central Controller
240
DATA STORAGE DEVICE
NETWORK BROWSING SOFTWARE
235

FIG. 2

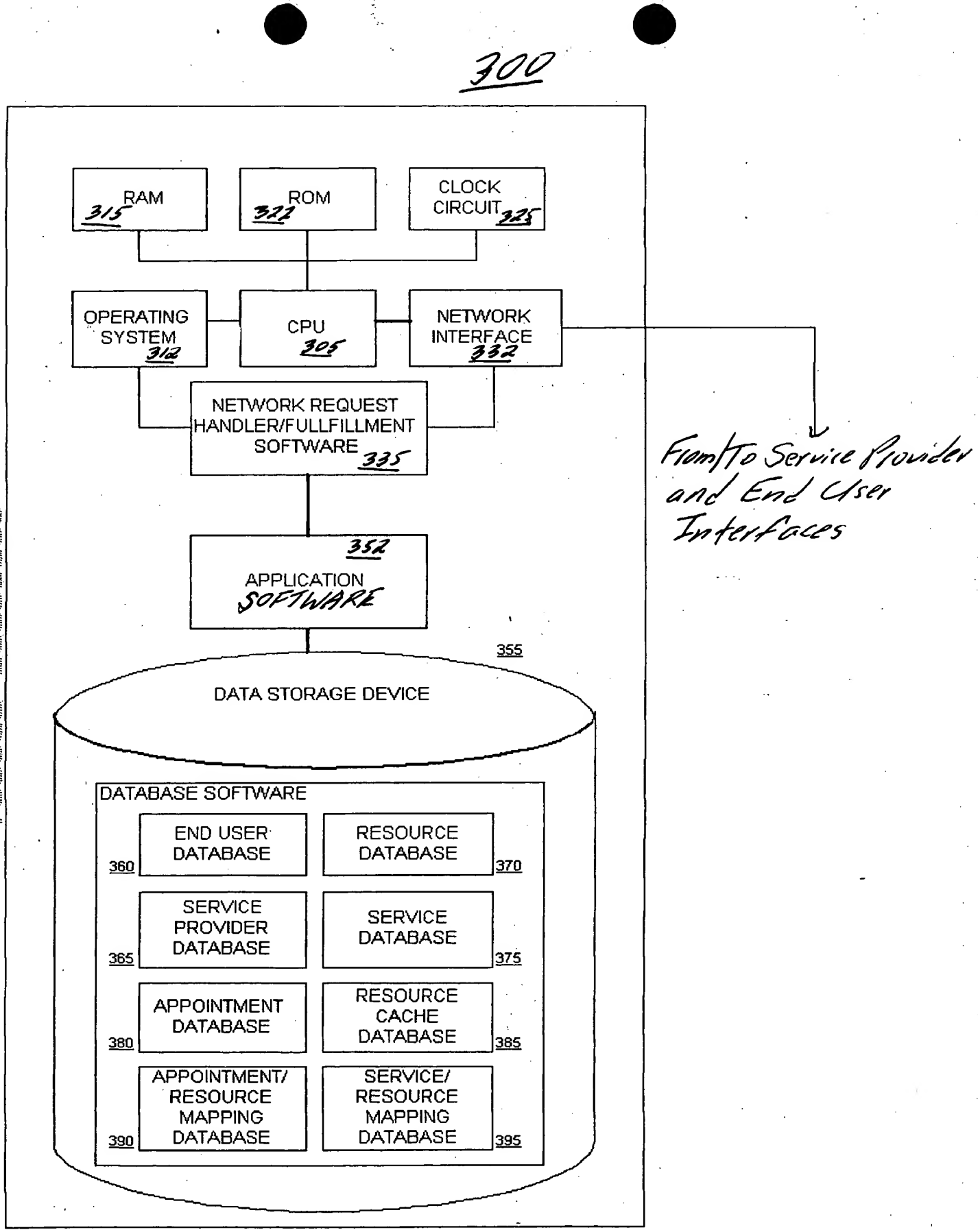
300
RAM
315
ROM
322
CLOCK CIRCUIT
325
OPERATING SYSTEM
312
CPU
305
NETWORK INTERFACE
332
NETWORK REQUEST HANDLER/FULLFILLMENT SOFTWARE
335
352
APPLICATION SOFTWARE
355
DATA STORAGE DEVICE
DATABASE SOFTWARE
END USER DATABASE
360
RESOURCE DATABASE
370
SERVICE PROVIDER DATABASE
365
SERVICE DATABASE
375
APPOINTMENT DATABASE
380
RESOURCE CACHE DATABASE
385
APPOINTMENT/ RESOURCE MAPPING DATABASE
390
SERVICE/ RESOURCE MAPPING DATABASE
395
From/To Service Provider and End User Interfaces

FIG. 3

END USER Table 400

END USER ID 402	END USER EMAIL 404	END USER PASSWORD 406	END USER FIRST NAME 408	END USER LAST NAME 410	END USER TIME ZONE 412	END USER POSTAL CODE 414
544323	joe@earthlink.net	SKDIKJE39	Joe	Manatu	5	10012
544324	jr12209@yahoo.com	873KJK3H	Jeff	Jones	8	98105
544325	rmm@globo.com	0808882	Renata	Murta	5	10003

~416

FIG. 4

SERVICE PROVIDER Table 500

SERVICE PROVIDER ID 502	SERVICE PROVIDER EMAIL 504	SERVICE PROVIDER PASSWORD 506	SERVICE PROVIDER TITLE 508	SERVICE PROVIDER TYPE 510	SERVICE PROVIDER ZIP CODE 512	SERVICE PROVIDER TIME ZONE 514	SERVICE PROVIDER ACTIVATION SETTING 516
23545668	admin@aaautobody.com	LKSDF8JSE9	A & A Autobody	AUTOMOTIVE	10012	5	1
23545669	admin@winstar.com	SKDIE8539	Winstar Real Estate	REAL ESTATE	10014	5	1
23545670	admin@sciacpa.com	9834IJWFI	SCJA CPA Association	PROFESSIONAL SERVICE	07030	6	1
23545671	admin@fwa.com	94K449GS9DF9	First West Airlines	AIRLINES	98104	8	1

~518

FIG. 5

RESOURCE Table 600

RESOURCE ID 602	SERVICE PROVIDER ID 604	RESOURCE TITLE 606	RESOURCE OPEN 608	RESOURCE CLOSE 610	RESOURCE ACTIVATION SETTING 612
92238	23545668	Car Repair Bay	480	1040	1
92239	23545668	Battery Testing Machine	480	1040	1
92240	23545670	Estate Planning Accountants	420	900	1
92241	23545671	Executive Club Rooms	0	1440	1

~614

~616

FIG. 6

SERVICE Table 700

SERVICE ID 702	SERVICE PROVIDER ID 704	SERVICE TITLE 706	SERVICE TIME INTERVAL 708	SERVICE MINIMUM DAYS 710	SERVICE MAXIMUM DAYS 712	SERVICE MINIMUM CANCEL DAYS 714	SERVICE REQUIRE CREDIT CARD FLAG 716	SERVICE HOLD PRICE 718	APPOINTMENT DESCRIPTION PROMPT 720	SERVICE ACTIVATION SETTING 722
5667	23545668	Automatic Transmission Service/Repair	45	0	7	1	1	400	Please enter the nature of your Transmission trouble.	1
5668	23545668	Batteries - Sell and install	30	0	7	1	1	200	Please enter the desired Battery manufacturer.	1
5669	23545668	Brake Repair	120	2	30	2	0	500	Please enter the nature of your Brake trouble.	1
5670	23545668	Electrical and Electronic Systems	240	0	14	0	0	400	Please enter the nature of your Electrical systems trouble.	1

~724

~726

FIG. 7

APPOINTMENT Table 800

APPOINTMENT ID 802	END USER ID 804	SERVICE ID 806	START TIMESLOT NUM 808	START TIMESTAMP 810	END TIMESLOT NUM 812	END TIMESTAMP 814	USER CREDIT CARD NUM 816	USER CARD TYPE 818	APP USER CARD EXPIRE 820	APPOINTMENT DESCRIPTION 822	APP ACTIVE FLAG 824
1001223	544323	5668	525	Jul 21 2000 08:45:14:000AM	555	Jul 21 2000 09:15:14:000AM	4776873303780065	VISA	09/02	Please install a System V Optima battery	1
1001224	544323	5667	720	Aug 23 2000 12:00:00:000PM	765	Aug 23 2000 12:45:00:000PM	NULL	NULL	NULL	I hear loud sounds when switching gears.	1
1001225	544324	7665	1140	Aug 24 2000 07:00:25:000PM	1260	Aug 24 2000 09:00:25:000PM	NULL	NULL	NULL	NULL	1

~ 826

FIG. 8

RESOURCE CACHE Table 900

CACHE ID 902	RESOURCE ID 904	CACHE TIMESTAMP 906	CACHE UPDATE TIME STAMP 908	CACHE STRING 908
90087	92238	Jul 21 2000 08:45:14:000AM	Jul 10 2000 09:18:55:000 PM	000000000100000000020000000003000000004000000005000000006000000007000000008000000009000000001
90088	92239	Jul 21 2000 08:45:14:000AM	Jul 10 2000 09:18:55:000 PM	000000000100000000020000000003000000004000000005000000006000000007000000008000000009000000001
90089	92240	Jul 21 2000 08:43:14:000PM	Jul 10 2000 10:15:45:000 PM	000000000100000000020000000003000000004000000005000000006000000007000000008000000009000000001

912

914

FIG. 9

SERVICE/RESOURCE MAPPING Table 1000

SERVICE ID 1002	RESOURCE ID 1004
5668	92238
5668	92239
5668	92238

1006 ~
1008 ~
1010 ~

FIG. 10

APPOINTMENT/RESOURCE MAPPING Table 1100

APPOINTMENT ID	RESOURCE ID
1001223	92238
1001223	92239

1106 ~
1108 ~

FIG. 11

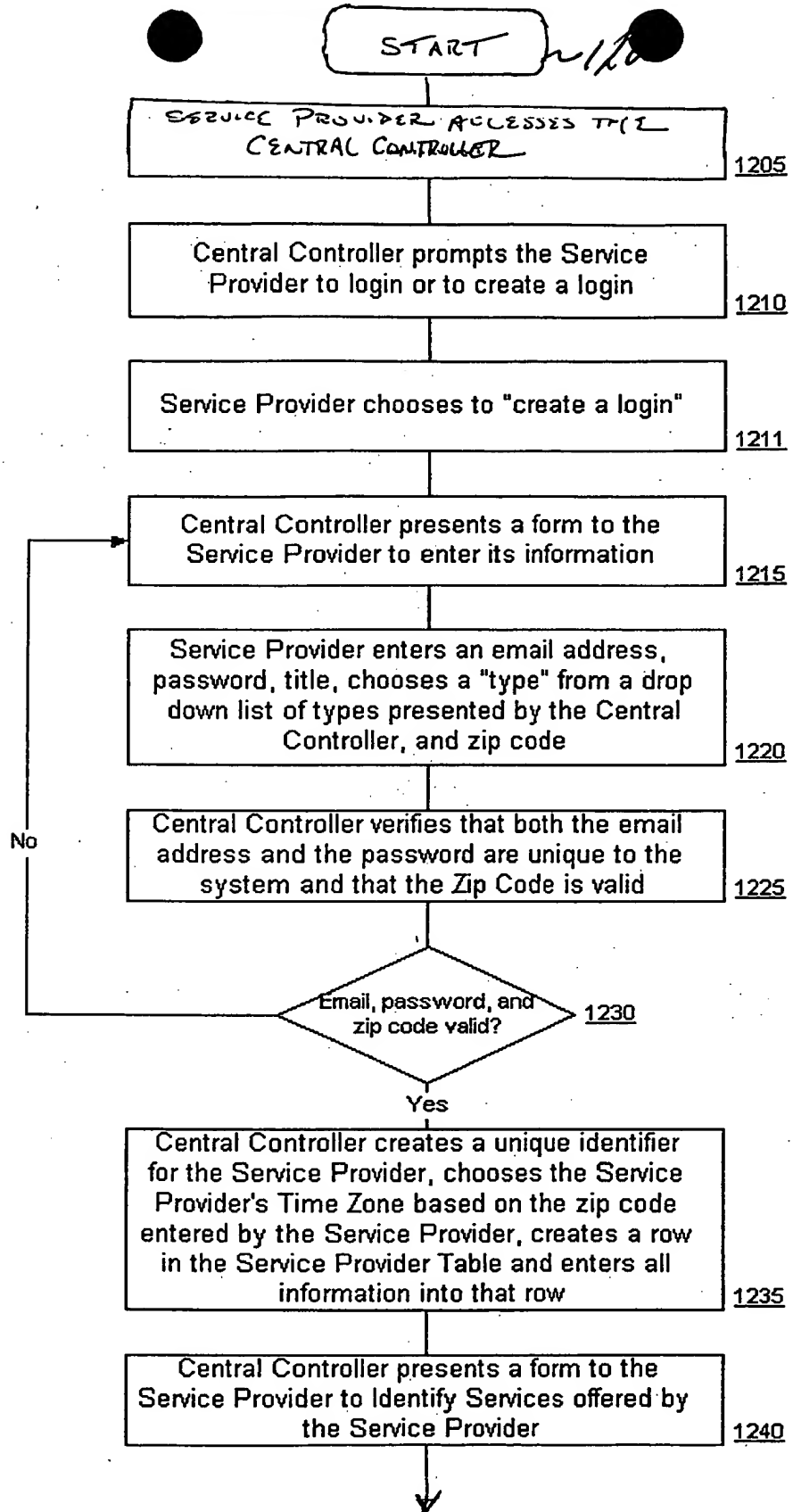

Fig. 12B

Fig. 12A

From Fig. 12A

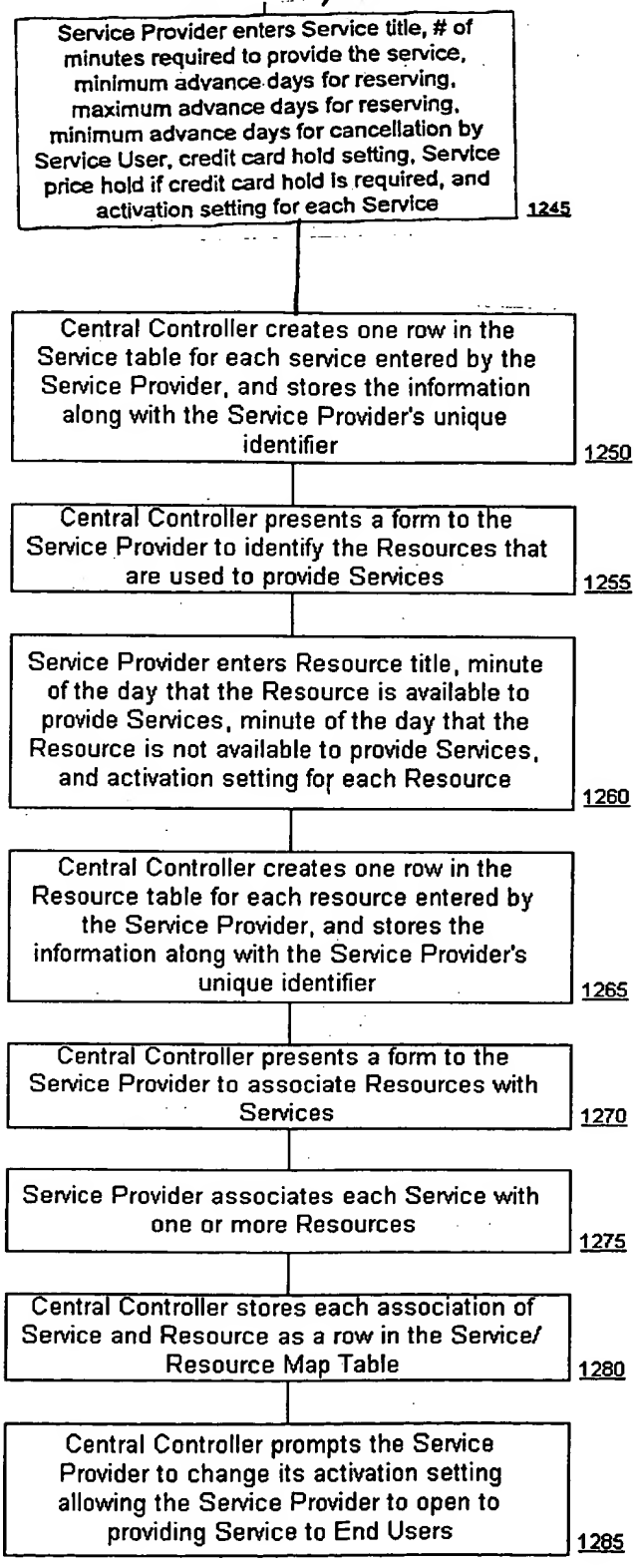

FIG. 12B

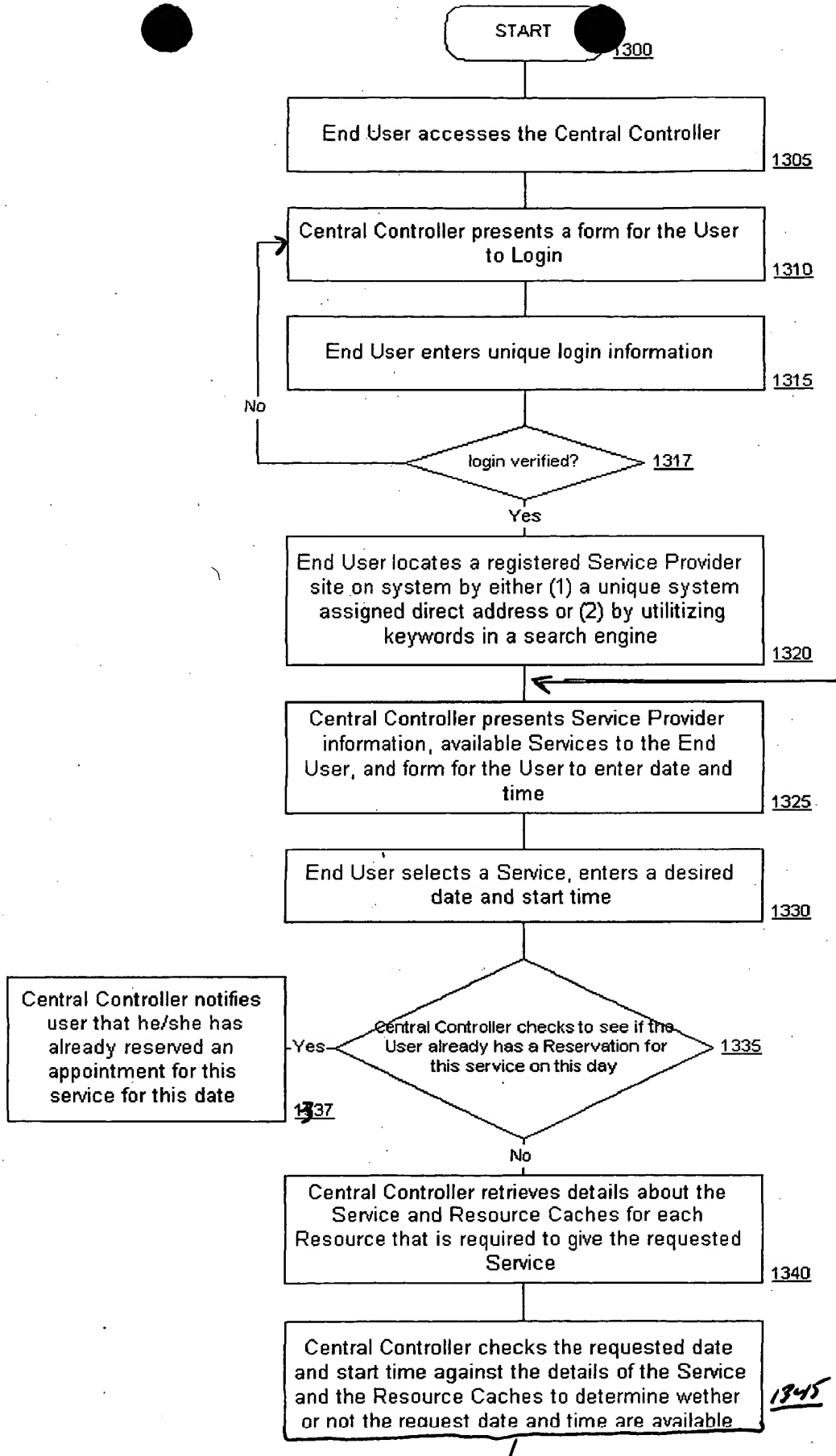

FIG. 13A

Fig. 13B

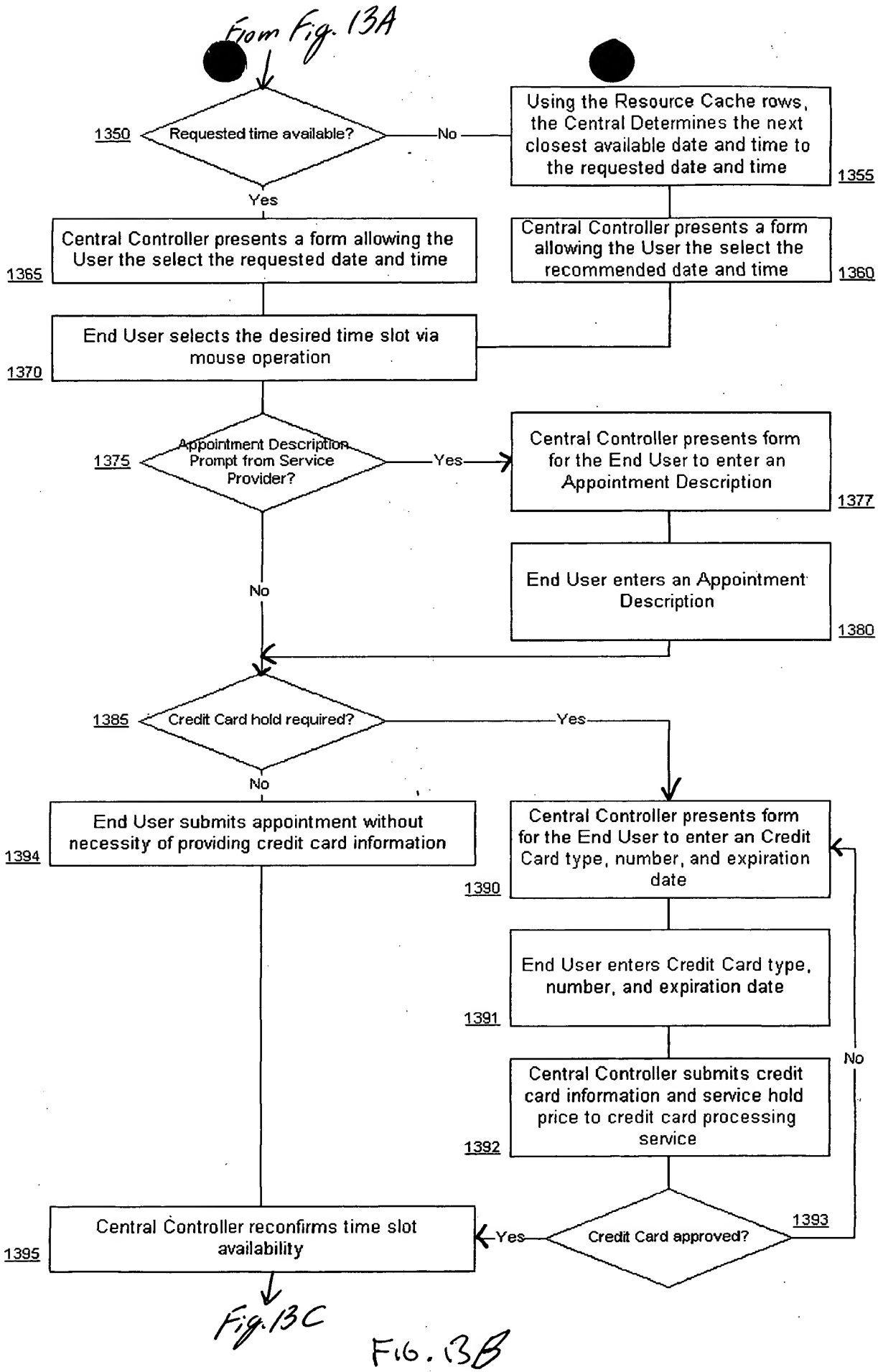
From Fig. 13A
1350
Requested time available?
No
Yes
Using the Resource Cache rows, the Central Determines the next closest available date and time to the requested date and time
1355
Central Controller presents a form allowing the User the select the requested date and time
1365
Central Controller presents a form allowing the User the select the recommended date and time
1360
End User selects the desired time slot via mouse operation
1370
1375
Appointment Description Prompt from Service Provider?
Yes
Central Controller presents form for the End User to enter an Appointment Description
1377
End User enters an Appointment Description
1380
No
1385
Credit Card hold required?
Yes
No
End User submits appointment without necessity of providing credit card information
1394
Central Controller presents form for the End User to enter an Credit Card type, number, and expiration date
1390
End User enters Credit Card type, number, and expiration date
1391
Central Controller submits credit card information and service hold price to credit card processing service
1392
No
1393
Credit Card approved?
Yes
Central Controller reconfirms time slot availability
1395
Fig. 13C

FIG. 13B

Fig. 13B

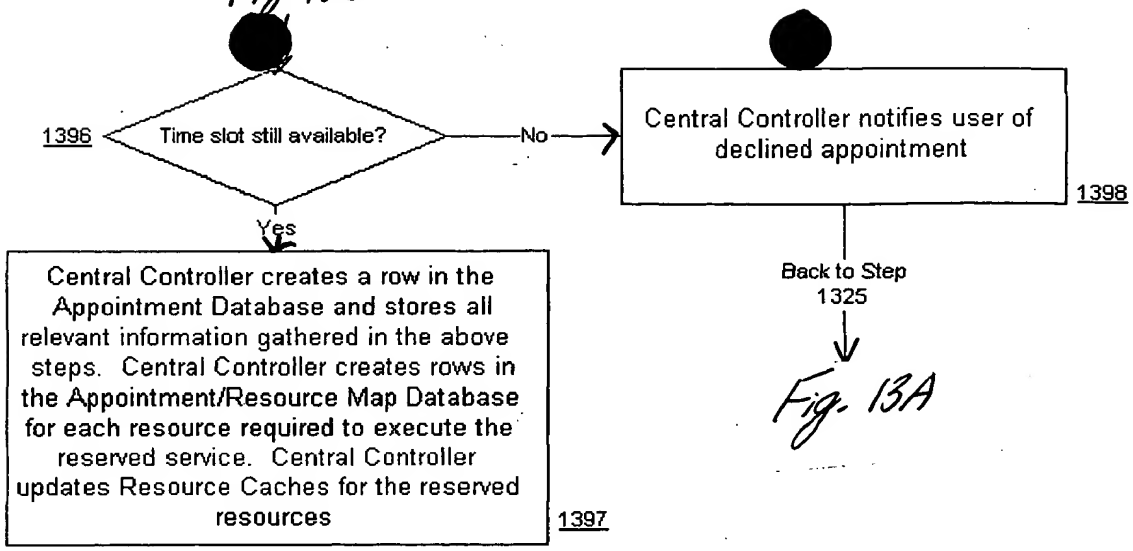

Fig. 13A

Patent Application Publication Dec. 30, 2004

FIG. 13C

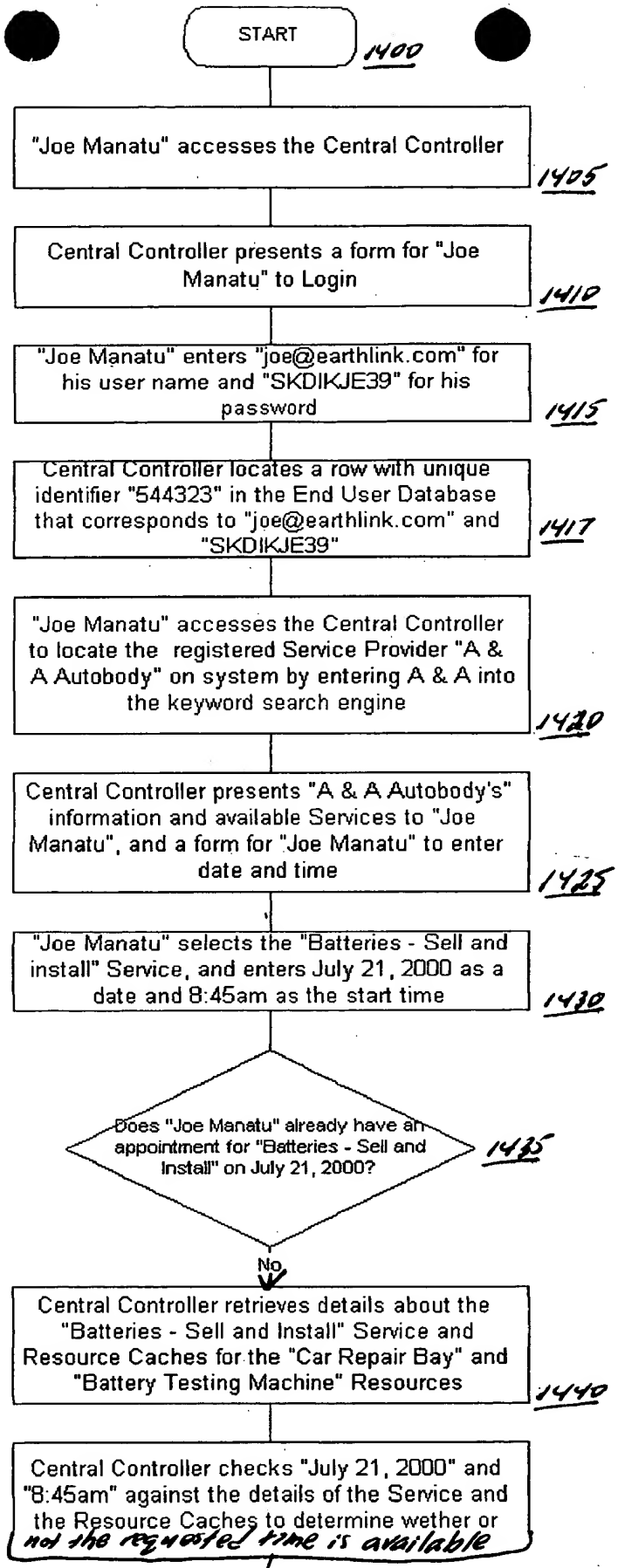

FIG. 14A

Fig. 14B

Fig. 14A

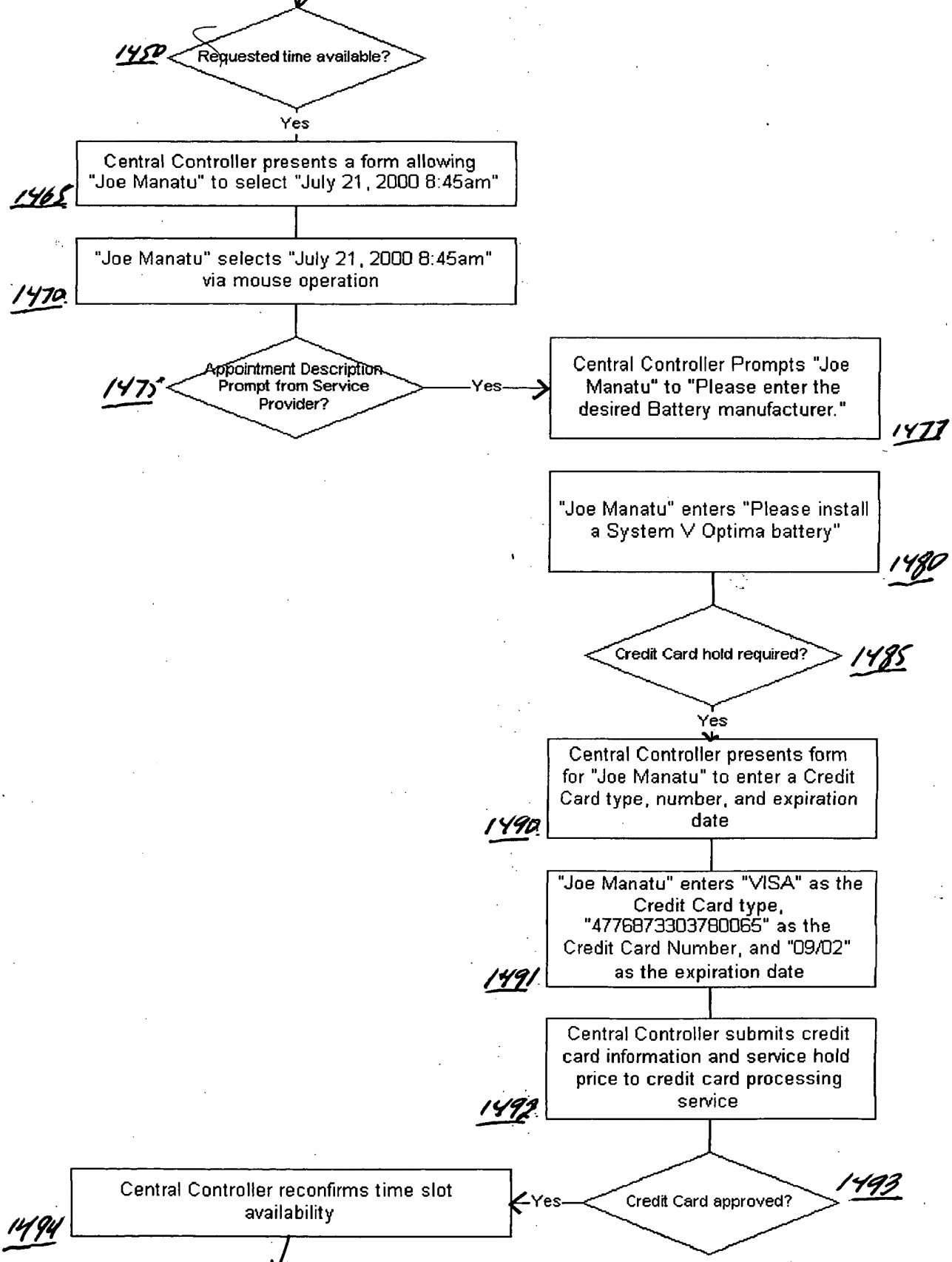

Fig. 14C

FIG. 14B

Fig. 14B

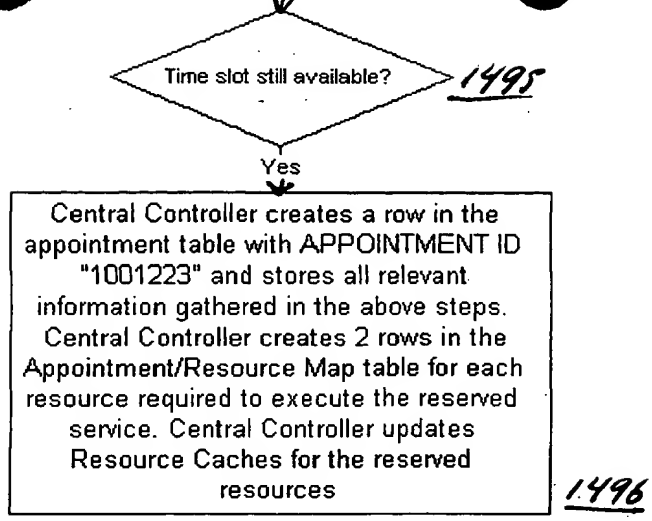

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Fig. 14C